



# AVAYA CS1000 COMPATIBILITY GUIDE

TelStrat's Engage Contact Center Suite provides business and contact center users the affordable, flexible tools they need for call recording, workstation screen capture, quality management, desktop analytics, speech analytics and/or workforce management. Engage Suite is compatible with a wide range of PBX platforms, telephony technologies, and flexible deployment environments.

### Product Features:

- Full call recording automatically, according to user-defined rules, or on-demand.
- Live monitoring of calls & desktop activity for one or multiple simultaneous stations until monitoring session is closed.
- Recorded audio files can be played back, downloaded as .MP3 or .WAV, emailed as a file attachment or playable URL, or even played back directly from a customer's CRM application.
- All call information is stored and searchable. Add user-defined fields to call records from 3rd-party CRM applications, such as customer ID or policy number.
- PCI-DSS, HIPAA, FIPS, and other regulatory compliance program requirements with auto pause/resume.

### Technical Capabilities:

- High availability solutions supporting virtual server or physical server deployments.
- Scalable solutions to over 10,000 endpoints.
- Rock-solid security and recording integrity with watermarked audio files, SSL/HTTPS Web access, and optional AES 256-bit encryption.
- Archiving solutions supports SAN, NAS, and attached storage.
- Web services integration supports flow-through provisioning, call notifications, call download, call annotations, and more. Sample applications, source code, and executable files provided.
- On-Premise or Cloud deployment options available.
- Cloud subscription deployment options include service providers' data center, TelStrat's data center, or hybrid on-premise/cloud.

- Avaya CS 1000 Release 2.0 and higher
- Meridian 1 Release 23 and higher
- Avaya CS 2100 Release and higher (digital only)
- Avaya SL-100 (digital only)
- Meridian Link Services (MLS)
- Symposium 5.0 and higher
- Symposium Express 4.2 and higher
- Contact Center Manager 6.0 and higher
- Avaya Aura Contact Center 6.0 and higher
- All CS 1000 VoIP phones
- Avaya Meridian Digital Phones
- Avaya IP Phone 2001, 2002, 2004, 2007, IP Softphone 2050
- Avaya M2250 Attendant Consoles

SUPPORTED INTEGRATIONS

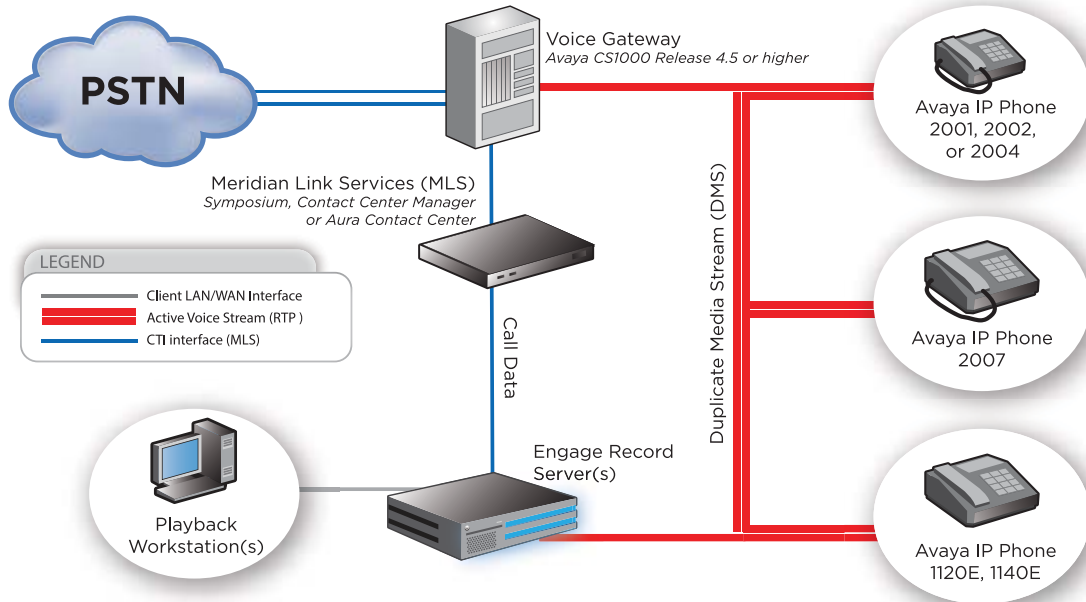


**DEVCONNECT**  
TECHNOLOGY PARTNER

## Network Architecture Details

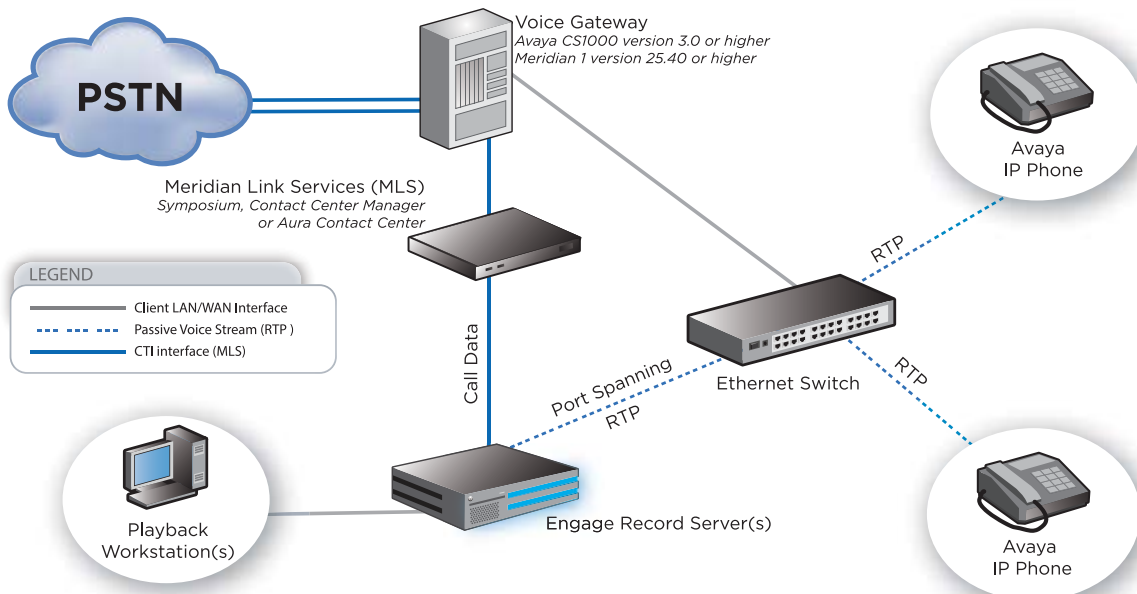
### Duplicate Media Stream with MLS

The preferred method of recording VoIP phones on a CS 1000 or Meridian 1 PBX is using Avaya Duplicate Media Stream with a Meridian Link Services (MLS) interface. This method provides the Engage Record Server with a copy of the voice stream. Call data and agent ID information are obtained through the MLS. Only Phase II VoIP phones are supported using this method; however, this method can also be configured to record station-to-station calls.



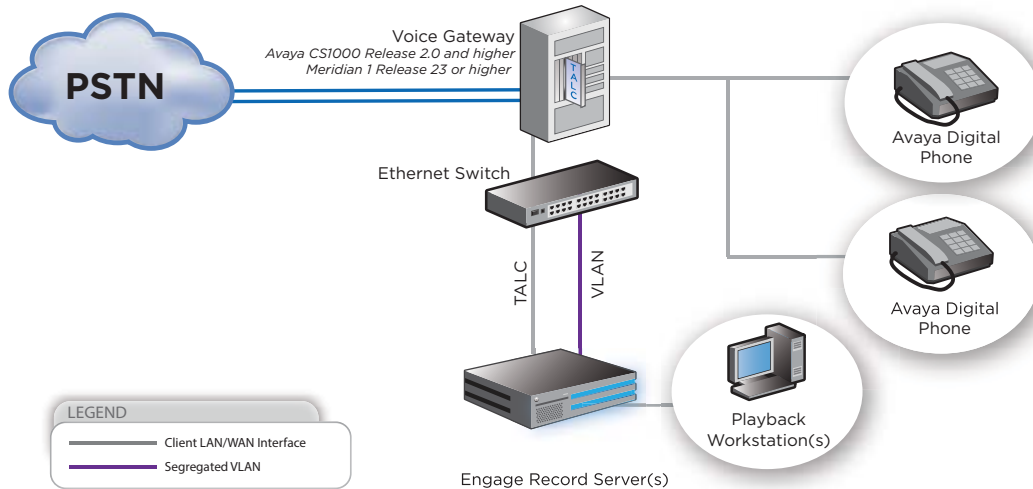
### Port Spanning with MLS

Should your network consist of older VoIP telephone models, all VoIP phones that don't support the DMS method can be recorded with port spanning/mirroring. Voice packets are "spanned" to a single contact point on the network where the Engage Record Server connects. A second NIC in the Engage Record Server is connected to the Avaya Meridian Link Services (MLS) for call detail information.



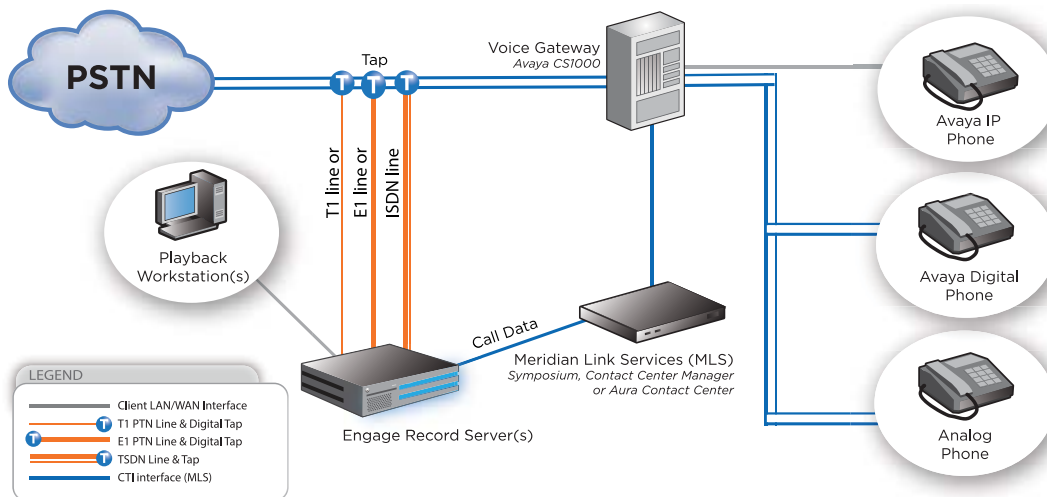
## Digital TALC card

The TelStrat Application Line Card (TALC) is an IPE line card that replaces standard digital line cards (xDLCs) within a Meridian 1, SL-100, or CS 1000/2100 Option 11 or IPE-style cabinet. Each 16-channel TALC captures voice traffic, call data, agent data and special call features such as Agent Observe and ACD Emergency Triggering directly to the Engage Server. Due to native installation, station-to-station calls are easily recorded along with additional features.



## MLS Trunk Recording

For digital phone environments requiring inbound/outbound recording only, Engage records conversations via T1/E1 PRI, or ISDN BRI Trunk Taps placed between the Public Switch Telephony Network (PSTN) and the CS 1000 or Meridian 1 PBX. The Engage Server uses a MLS interface to retrieve call event information such as agent ID, call start, call end, hold, transfer, conference, etc.



## Available Softkey Features

OnDemand Desktop Client keys (Record, Conversation Save and Delete) come standard with all recording methods. To have these OnDemand keys available as a push button on the phone, a digital TALC card is required. Up to four functions can be push button activated on a per phone basis. These include:

- **RECORD**- Toggles the recording of a conversation.
- **CONVERSATION SAVE**- Records the entire conversation even in mid-call
- **DELETE**- Prevents recording a call even if automatically scheduled to record.
- **ACD EMERGENCY**- Immediately Conversation Save is activated and a supervisor joins the call.

# DETAILS

## Engage Server Requirements:

- **Windows Server 2012 or 2008 (32 bit or R2)** operating system on Engage is supported. There are no limitations for either version.
- **Microsoft SQL Server 2012 or 2008** database applications are supported.
- Optional **RAID 1 or RAID 5** configured internal hard drive, which is recommended for resiliency.

## VoIP Requirements:

- **Two (2) NIC ports** are recommended to separate the voice network from the data network.

## Digital Requirements:

- For the **MLS Trunk Tap method only**, the Engage Server must support a full-length, full-height PCI or PCI Express Tap Card.

A simple installation of Engage Suite will have call recording implemented in as little as one (1) day. With additional support for SIP, VoIP, TDM, analog, and radio voice technologies; customers migrating from other PBX platforms to Avaya can record multiple voice technologies or platforms on as single server simultaneously.

## Security Features

Engage Suite secures all Web-based data & communication using Secure Sockets Layer (SSL)/HTTPS. Microsoft® Single Sign-On (SSO) and Active Directory integration provide robust user access control to satisfy corporate security requirements, with no need to logon multiple times.

To comply with regulatory security requirements, audio files can be watermarked to ensure the recording's authenticity, and the included SDK allows third-party integration to stop/start recordings, protecting sensitive data. An available, affordable security package provides end-to-end encryption for all recorded calls and screen captures.

## Avaya System Requirements:

### Duplicate Media Stream:

- **Avaya CS 1000** Release 4.5 or higher.
- **Phase II IP phones** or later in these configurations:
  - IP Phone 2001, 2002, 2004 with hardware release D98 or later.
  - IP Phone 2007 with hardware release C26 or later.
  - IP Phone 1120E and 1140E with hardware release C1F or later.
- **Meridian Link Services (MLS)** interface typically provided by one of the following:
  - Symposium Release 5.0 or higher.
  - Contact Center Manager Release 6.0 or higher.
  - Avaya Aura Contact Center 6.0 or higher.
- One of the following **Avaya licenses**:
  - An **AST license** for each phone to be recorded.
  - OR**
  - A **multi-DN license** (LM\_MLSM\_DN\_REGN) for each DN recorded on one phone. This feature requires a CS 1000 Server Release 6.0 or higher and Contact Center 7.0 or higher.

### Port Spanning:

- **CS 1000** Release 3.0 or higher or **Meridian 1** PBX Release 25.40 or higher.
- Any **Avaya VoIP phones**.
- **Meridian Link Services (MLS)** interface typically provided by one of the following:
  - Symposium Express Release 4.2 or higher.
  - Symposium Release 5.0 or higher.
  - Contact Center Manager Release 6.0 or higher.
  - Avaya Aura Contact Center 6.0 or higher.
- One of the following **Avaya licenses**:
  - An **AST license** for each phone to be recorded.
  - OR**
  - A **multi-DN license** (LM\_MLSM\_DN\_REGN) for each DN recorded on one phone. This feature requires a CS 1000 Server Release 6.0 or higher and Contact Center 7.0 or higher.
- **Layer 2 Ethernet switch(es)** with switch port analyzer (SPAN) capabilities.

*continued...*

# DETAILS

## TALC Card:

- **CS 1000** Release 2.0 or higher, **Meridian 1** Release 23 or higher, and **CS 2100 PBX** Release MSL12 or higher.
- **CS 1000 digital phones** and **M2250/PC Attendant Consoles**. The compatible digital phones are: M2008D or HFD, M2216D, M2616D, M3901, M3902, M3903, M3904, M3905, M2250/PC Attendant and Add-On-Modules (KBA or DBA).

*NOTE: Attendant Console requires two (2) TALC Ports and two (2) Engage licenses for each console with a maximum of 3 consoles per TALC card)*

- **TelStrat Application Line Card (TALC) Kit** which provides access to Avaya's call processing features and capabilities. The Kit includes:
  - **TALC card(s)** which operate in place of standard digital line cards (xDLCs) within the Avaya cabinet. Standard card holds 16 channels.
  - **TALC firmware** to activate and configure the TALC card to specifications.
  - The **TALC Multi-I/O Enhanced Cable** provides the following connections: two 10BaseT connections, one RS-232 connection, and a TCM connection.
- One (1) additional **Avaya digital Incremental Software Management (ISM) license** for the DN discovery port programming.

*NOTE: When installing TALC cards the distributor must consider the out of service effect to limit any end user system interruption of services.*

## MLS Trunk:

- **Meridian Link Services (MLS)** interface typically provided by one of the following:
  - Symposium Express Release 4.2 or higher.
  - Symposium Release 5.0 or higher.
  - Contact Center Manager Release 6.0 or higher.
  - Avaya Aura Contact Center 6.0 or higher.
- An **AST license** for each phone to be recorded.
- A full-length, full-height **PCI or PCI Express Tap Card**

*NOTE: PRI line TAPs must be within 100 feet of the Engage Server and Analog and Radio line TAPs must be within 500 feet of the Engage Server. Service interruptions caused by installing the TAP must be considered to limit any end user downtime.*

## AST or Multiple DN Licensing

Avaya requires a standard AST license to record VoIP, digital and analog phones with up to two (2) directory numbers (DNs) on one phone. AST licenses are required for each phone recorded no matter what recording method is used.

Should there be a need for more than two (2) DN's on one phone, Engage supports Avaya's multiple DN recording. This feature requires a CS 1000 Server Release 6.0 or higher and Contact Center 7.0 or higher. Instead of the AST license, Avaya requires a multi-DN (LM\_MLSM\_DN\_REGN) license for each DN recorded on one phone. This option is supported by all recording methods except the TALC card method.

## Remote and Mobile Recording

Record calls at branch offices, home offices, or other locations remote from the corporate office. Engage Record can be configured to record all remote phones. In addition, Engage Record integrates successfully with the Reach Line Card (RLC) and the Remote Gateway 91xx to record telephone calls placed through the host PBX.



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